



## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants :

Friedman et al.

Serial No. : 09/579,370

Filed

: May 26, 2000

For

: VOICE OVER INTERNET CALL CENTER INTEGRATION

Group Art Unit : 2742

September 3, 2002

Hon. Commissioner of Patents and Trademarks Washington, DC 20231

Sir:

## INFORMATION DISCLOSURE STATEMENT

Pursuant to 37 CFR § 1.56 and § 1.97(b), applicants wish to call the attention of the Examiner to the references listed below:

U.S. Patent Application Publication Nos. US 2002/0046030; 2002/0046200 and 2002/0046202.

A copy of these references are submitted herewith along with Form PTO-1449.

OFIGINALLY PARTY

Consideration of the foregoing is respectfully requested.

Respectfully submitted,

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Bv

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## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Application Number	09 579 370	En Co. VI
Filing Date	5-26-2000	
First Named Inventor	FRIEDMAN	
Art Unit	2742	Co. VO)
Examiner Name		Ship.
Attorney Docket Number	BUFFALO 201	Center 2600

U.S. PATENT DOCUMENTS					
Examiner Initials	Cite No.1 Number - Kind C		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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FOREIGN PATENT DOCUMENTS							
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Examiner	Date	
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<sup>\*</sup>EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>&</sup>lt;sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at <a href="www.uspto.gov">www.uspto.gov</a> or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.